The Public Safety Group

DOMESTIC VIOLENCE, 2nd Edition

Domestic violence is one of the most frequent calls you receive. This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what is domestic violence, and will review several case studies.

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand why people stay in abusive relationships.
- Understand the myths surrounding domestic violence.
- Handle domestic violence calls more effectively.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you learn how to better handle domestic violence calls.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: What is Domestic Violence?

What is Domestic Violence aka Domestic Battering?
Why do Partners Batter?
Why do People Stay?

Week 2: Truths and Myths

The Cycle of Violence
Attributes of Violent and Non-violent Households
The Battered Woman Syndrome
Safety Plans
Non-Traditional Domestics
Domestics Involving Agency Personnel
Cultural Issues

Week 3: Call Taking Techniques

Call Taking Techniques
Specific Questions for Domestic Violence Calls
Communicating with the Elderly
Handling Hysterical Callers
Domestic Violence Case Studies
Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

$270.00 – includes all course materials

Register 4 or more students and receive a 10% discount!

2026 COURSE DATES

January 26, 2026 – February 15, 2026
March 30, 2026 – April 19, 2026
May 11, 2026 – May 31, 2026
July 13, 2026 – August 2, 2026